DEPARTMENT 18 PRODUCTIONS

CEC ENTERTAINMENT, INC.

SETTING THE STANDARD

Guidelines And Tips For Your 3-Stage / CEC Stage / Studio C

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SETTING THE STANDARD

WHY IS THIS IMPORTANT?

Our animatronic show is the key difference between our concept and others. We are the only large scale restaurant/business that offers quality animated entertainment as well as games & rides. Major theme parks are the only other venues that can even come close to what we offer in family entertainment!

WHY WE NEED STANDARDS

First, without standards, we have no method of comparing and rewarding excellence for our quality entertainment. Second, standards help our management and staff ensure that each guest has an incredible experience when they visit one of our stores. Third, standards create and environment that allows room for achievement beyond "what is expected".

The following manual contains examples, tips, techniques, and other information that is vital in maintaining the standard for show excellence. The Entertainment Team in conjunction with Tech Support and the Parts Department has defined the standard which all shows should reflect on a consistent basis. This standard insures that every show reflects the months of hard work that goes into each and every software update that a store receives. It also allows each and every guest to enjoy our entertainment presentation as it was intended to be viewed.

We hope this manual is a useful guide to the success of your show and contributes to the excellence and hard work that the great people from each store bring to our concept.

TOOLS FOR SUCCESS

COSTUME CARE

Standards: Characters and costumes should appear clean, brushed if necessary and without tears or stains.

- All character fur should be brushed twice a week with a walk around brush available from the Parts Department. Fur should be cleaned with "Woolite Heavy Traffic" carpet cleaner available from Big Kmart stores. When cleaning fur, use a clean dry cotton towel to remove stains once the cleaner has been applied. Never machine wash fur items because it damages the fibers of the fur.

All clothing and non fur items should be dry cleaned. Machine washing costumes is not recommended because it puts excessive wear on the material.

MASKS

Standards: Masks should appear clean with no visible tears or cracks.

- Fabric

  Masks can be cleaned with "Woolite Heavy Traffic". Spray a small amount onto a clean cloth and lightly massage out the stain with a circular motion.

  Either re-sewing or hot gluing the material together can repair fabric masks.

- Plastic

  Masks should only be cleaned with "Plexus". **Do not use regular glass cleaners** because they will cause the plastic to dull and become brittle.

  Cracks in plastic masks can be repaired with "Super Glue Quick Setting Epoxy" or "Super Glue Plasti-Fuse" repair glue. (Available at Home Depot)

MASKS

- Latex/Silicone

Masks should only be cleaned with diluted "Clean & Smooth" hand soap. Harsh cleaners and chemicals will remove the paint and begin to breakdown the latex/silicone.

Latex/silicone masks require special care in repairing cracks and tears. The repair will take several days to complete but the actual downtime of the character will only be over one night. Materials suggested: fiberglass cloth, clear silicone, clear acrylic caulk, wax paper, denatured alcohol, sandpaper and a lot of patience.

Day 1: measure the length of the tear/crack and cut a piece of fiberglass cloth 1 inch larger than the repair area. Spread silicone on the wax paper and press the fiberglass patch into the area. Apply a layer of silicone onto the fiberglass and place another section of wax paper on top. Place a heavy object on the wax paper and allow to dry for 24 hours.

Day 2 a.m.: peel off the wax paper and cut the excess silicone off of the patch. Your patch is now ready to apply.

Day 2 p.m.: rough up the inside of the mask where the patch will be applied with sandpaper. Use denatured alcohol to clean the roughed area. Apply silicone to the repair area in a thin coat and press the patch into the silicone. Allow to dry overnight.

EYES

Standard: Eyes and lids appear clean with no grease marks or deep scratches. Eyes are aligned properly.

- CEC show eyes do not need as much maintenance as the 3-Stage, but they can be cleaned with "Oasis 100". If necessary, the iris can be removed and satin white spray paint can be re-applied to the eyeball.

- On 3-Stage eyes, use denatured alcohol to remove light grease and stains. For heavy buildup, use "Goo Gone" remover and be sure to follow up with "Denatured Alcohol". If eyes are severely discolored, they may be sanded with super fine grit sandpaper.

- Studio C eyes can be cleaned with "Plexus" and a clean soft cotton towel.

- Rust-Oleum "Painter's Touch" color standards for eyelids are as follows: (Available at Home Depot)

#1980 Chuck
#1961 Helen
#1953 Munch
#1977 Jasper
#1952 Pasqually
#1979 Camera (3st)

Important note for 3-Stage eyelids: after painting, make sure that the surface of the eyelid is completely smooth. Latex mask eye sockets, eyes, and eyelids must be re-lubricated with "#7 Clear Release Compound" available from the Parts Department in order to prevent the mask from melting.

LIGHTS

Standard: All lighting is functional and operating within diagnostic specs.

- Bulbs are correct color for the socket/fixture according to show diagnostics.

- All sockets/fixtures are wired appropriately to the corresponding circuit in the electrical panel (ex. CEC neon plugged into the neon outlet, not the CEC star outlet).

CURTAINS

Standard: Curtains should appear clean, without stains, and fringe is attached and evenly trimmed.

- Curtains should be spot cleaned daily and fully cleaned at least once every two years. Spe cial attention should be given to the fringe. Check for separation from the hem of the curtain.

- Small tears and loose fringe can be hand sewn to prevent further damage. Large tears, rips, or heavy fringe damage should be handled by a local drapery shop.

Remember that curtains can only be down overnight and must be back in place by the time the store opens.

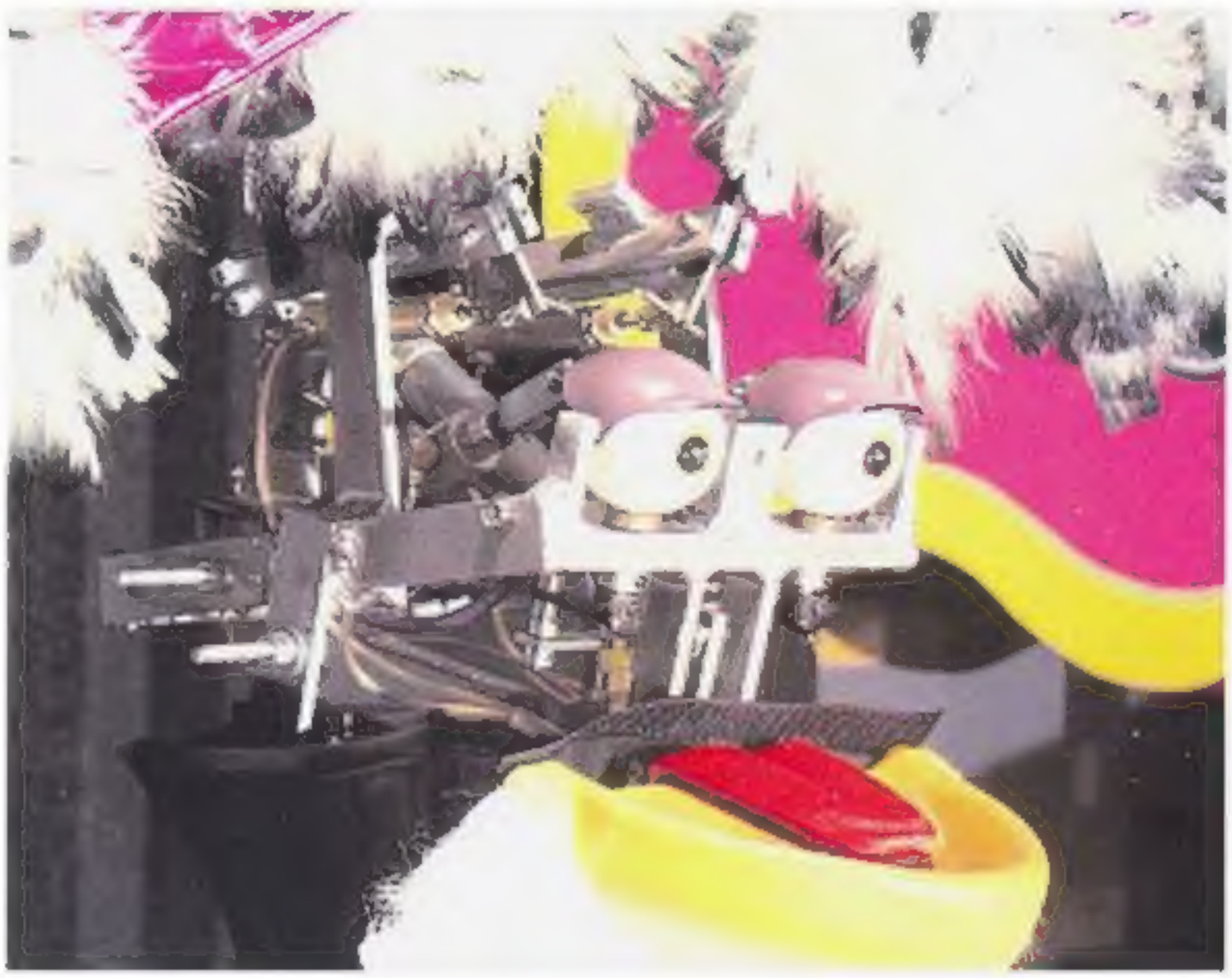
PROPS

Standard: All Props and facades should be securely attached, clean and working properly if animated.

- All props and facades should be inspected weekly for damage. Moving props should be checked for cosmetic as well as mechanical wear. Stationary props must be securely mounted and be free of dust, scratches, and any other debris. In case of severe damage to props or facades call Tech Support.

MECHANICS

Standard: All movements should work quietly and be properly aligned with diagnostics.



- Clean cylinder shafts and aluminum frame parts with a clean dry cotton cloth.Use denatured alcohol if necessary to remove buildups of grease, rubber, or dirt. It is imperative that the shafts of the cylinders not be re-greased. Exterior grease collects dirt and dust that will lead to failure of the nose ring gasket in the cylinder.

- Mouths are the most important feature of each character to keep perfectly calibrated with diagnostics. Even if a character has a few movements in need of service, it is crucial that the mouth is always working and in sync with the diagnostics.

GENERAL STAGE APPEARANCE

Standard: Clean, clean, clean.

- CEC – Fur clean and brushed, with bow-tie and button attached securely to tuxedo.
- Helen – Feather hair in proper curve shape, bows in hair, fur is clean and white.
- Munch – Fur brushed smoothly, yellow fur under neck area not worn or discolored.
- Jasper – No tears in neck fur, hands not worn out by guitar.
- Pasqually – Neckerchief in good condition and covering neck area.
- Carpet – Clean and vacuumed, no heavy stains, no large rips.

CHUCK E. CHEESE'S
SETTING THE STANDARD MANUAL

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